

Code of Practice Visiting Customer Premises

Customer Services Department

August 2010



Contents

- Introduction 3
- Why KAHRAMAA staff visit you 4
- How to check identity of KAHRAMAA staff 5
- Enquiries 6

Introduction

KAHRAMAA is committed to providing you courteous, professional and prompt service. KAHRAMAA will make sure that our representatives take care of and respect your property and premises during their visits.

On a monthly basis and at other time KAHRAMAA will need to visit your premise where the electricity and water meters are installed. Our representatives will either be a Meter Inspector to collect your meter reading or an Engineer/ Foreman/ Technician if your supply needs attention. Also staff may visit your premise (gate/door) to fix shut down notice to inform you regarding planned supply interruption.

KAHRAMAA follows a code of practice so that you can be sure that all visits are made by genuine representatives.

Why we visit you

Reading meters and your obligations

Our representatives will visit you once in a month to collect readings from your electricity and water energy meters. You are obliged to allow them access. If you are not at your premise, our representatives will leave a telephone number for you to arrange a convenient time for us to read these energy meters. Failure to respond may result in supply disconnection.

Disconnection

KAHRAMAA will disconnect the power supply to your premise with following reasons

- If you receive a disconnection warning, and KAHRAMAA have still not received payment of the amount owing on your account by the date specified in the warning, or
- If you have obtained electricity illegally, or
- If you have denied KAHRAMAA representatives to access the electricity / water meters at your premises for more than 3 consecutive months.

Supply disruption

KAHRAMAA staff may visit to restore supply disruption to your electricity or water either reported by you or detected by us. If the supply disruption is reported by you, check to ensure that the disruption is not caused by the installations inside your premise. Any visit by KAHRAMAA staff for supply disruption caused by your installations may incur a fee; to avoid this you can have the following two simple checks:

- Check to see if any of your neighbors have lost their supply. If they have not, the problem could be with your electrical installation (for electricity) or water pump (for water).
- If you have a trip switch /reset push button on your circuit board or water pump, try to reset the trip. The supply may then come back on.

Reconnection

We will also need access to your meters for reconnection.

How to check identity of our representatives

You can check the identity of our representatives in any of these ways:

Identity cards

All our representatives who visit customers carry an identity card showing the company name, their own name, a staff number and a color photograph of the individual. On the reverse side of the card is a telephone that you can call to check. Alternatively, you can call 991.

If our representative is unable to produce an Identity Card that matches his description, you should refuse entry and report the incident to KAHRAMAA.

Where possible, all KAHRAMAA representatives will wear clothing indicating they are from KAHRAMAA.

KAHRAMAA Identity Card Sample:



Enquiries

If you have any queries relating to this Code of Practice and also for emergency reporting, please contact:

Qatar General Electricity & Water Corporation “KAHRAMAA”
Customer Services Department

Phone: 991

P O Box: 41 Doha, Qatar

Email: customercare@km.com.qa

Website: www.km.com.qa

Address: D-Ring Street – Number 250 – Al Hilal Area